



Legal, Safety, and Regulatory Information

Legal, safety, and regulatory

Legal information. This guide provides important legal, safety, and regulatory information that you should read before using your product. For the complete legal information, from the home screen swipe up and tap **Settings** > ⓘ, then type **Legal information**, or visit www.motorola.com/device-legal.

Regulatory information (e-label). To view regulatory information for this phone, from the home screen swipe up and tap **Settings** > ⓘ, then type **Regulatory labels**, or visit www.motorola.com/device-legal.

Driving precautions. Responsible and safe driving is your primary responsibility when driving a vehicle. Always obey local laws and regulations. For more, see the “Legal information” section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Seizures, blackouts, eyestrain & discomfort. This device may display flashing images or make loud sounds. For more, see the “Legal information” section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Medical devices. This device may interfere with pacemakers and other medical devices. For more, see the “Legal information” section of this guide to find the complete legal information, or visit www.motorola.com/device-legal.

Operational warnings. Obey all local restrictions when using mobile devices in public areas, such as hospitals, airplanes, or schools.

- **Potentially explosive areas:** Potentially explosive areas are often, but not always, posted and can include blasting areas, fueling stations, fueling areas (such as below decks on boats), fuel or chemical transfer or storage facilities, or areas where the air contains chemicals or particles, such as grain dust, or metal powders.
Turn off your phone before entering such an area, and do not charge batteries. In such areas, sparks can occur and cause an explosion or fire.
- **Symbol key:** Your charger, phone, battery (if user-removable), phone display, user’s guide, or packaging may contain symbols, defined as follows:

	Important safety information follows.
	The package and paper products that came with your phone can be recycled.
	Don't dispose of your battery or phone with your household waste. See “Disposal & recycling” for more information.
	Don't dispose of your battery or phone in a fire.
	For indoor use only.
	Listening at high volume to music or voice through a headset or headphone may damage your hearing.

Usage. This phone supports apps and services that could use a lot of data, so make sure your data plan meets your needs. Contact your service provider for details. Certain apps and features may not be available in all countries.

Warranty. This product is covered by Motorola's limited warranty. To review the warranty on your phone, swipe up and tap **Settings** > ⓘ, then type **Legal information**, or visit www.motorola.com/device-legal. You may also obtain a copy of the warranty by contacting Motorola at: Motorola Mobility LLC, Attention Customer Service—Warranty Request, 222 West Merchandise Mart Plaza, Suite 1800, Chicago, IL 60654.

Arbitration & opt-out. Except where prohibited by law, any controversy or claim arising out of or relating to any Motorola product will be resolved by binding arbitration, instead of in court, unless you opt-out. To opt-out, send a written rejection notice within 30 days of purchase that includes your name, address, phone number, phone, and phone serial number, and tells Motorola that you are rejecting this Arbitration provision to: Motorola Mobility LLC, 222 West Merchandise Mart Plaza, Suite 1800, Attn: Arbitration Provision Opt-Out, Chicago, IL 60654 or arbitrat@motorola.com. To locate your phone's serial (IMEI) number, from the home screen swipe up and tap **Settings** > ⓘ, then type **IMEI**. For more information on this arbitration provision, on your phone, swipe up and tap **Settings** > ⓘ, then type **Legal information**, or visit www.motorola.com/device-legal.

Restrictions of use. This phone should only be used indoor within the EU/EEA/Switzerland/Turkey/UK when operating in the 5150 to 5350 MHz (Wi-Fi) frequency band.

LIMITED GLOBAL WARRANTY OF
MOTOROLA MOBILITY LLC FOR
MOBILE PHONES

Motorola Mobility LLC or its subsidiaries (hereinafter "Motorola") guarantee to the original purchaser (hereinafter "you") that the mobile phone or Moto Mod that accompanies this warranty and all the accessories included in your box (hereinafter, the "Products") will not present substantial material or material failures manufacture during the period indicated in the Appendix (refer to the end of section) from the consumer's original purchase date (hereinafter, "Warranty Period") provided that the consumer use the Products for normal purposes.

This warranty applies to the first purchaser and is effective as of the original date of purchase by said purchaser. This Warranty does not apply to products that are resold within a second buyer (eg, used, refurbished, etc.). In case there is a dispute over whether the phone was resold, if the date the phone was activated for the first time before the purchase date by the second purchaser, said telephone shall be deemed It was resold and this warranty will not apply.

Note to Moto Mods owners: This warranty only covers the Moto Mods Moto Insta-Share Projector, Hasselblad True Zoom, Moto Power Pack, Moto Style Shell for Wireless Charging, Moto TurboPower Pack, Moto 360 Camera, Moto Smart Speaker with Amazon Alexa, Polaroid Insta-Share Printer, Moto Gamepad, Moto Stereo Speaker, Moto Power Pack & Digital TV, Moto Style Shell and Moto 5G. This warranty does not cover third-party Moto Mods, but a Independent guarantee that accompanies them could cover them.

Repairs made by Motorola or its service center authorized within this Limited Warranty ("Warranty Service") are covered by the balance of the original Warranty Period or by the period shown in the Appendix, whichever is longer.

This Limited Warranty only covers the purchase of New Products from Motorola or an authorized reseller or distributor of Products.

Motorola included in the box with this Warranty limited written. This Limited Warranty is personal and non-transferable.

No dealer or other third party is authorized to perform representations on behalf of Motorola or to modify this Limited warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS,
AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY
ACCORDING TO THE STATE, PROVINCE OR COUNTRY. FOR THE
CUSTOMERS
WHICH ARE COVERED BY LAWS OR REGULATIONS OF
CONSUMER PROTECTION IN YOUR COUNTRY OF PURCHASE OR, IF
WHETHER DIFFERENT, IN YOUR COUNTRY OF RESIDENCE, THE BENEFITS
WHICH GIVES THIS LIMITED WARRANTY ARE IN ADDITION TO
ALL RIGHTS AND REMEDIES PROVIDED BY SUCH
LAWS OR REGULATIONS. TO FULLY UNDERSTAND YOUR
RIGHTS, YOU MUST CONSULT THE LEGISLATION OF YOUR COUNTRY,

PROVINCE OR STATE.

What will we do if you file a claim under this Limited Warranty?

If you submit a valid claim under this Limited Warranty, Motorola or its Authorized Service Provider, in its sole discretion, (1) repair the Product with new, used or replacement parts. reconditioned; (2) replace the Product with a new one or with a Refurbished "as new" Product that will be the same or similar to the Product under warranty; or (3) refund the purchase price. The Repaired or replaced products will be returned to your original factory settings, and all the updates

applicable software, which may affect the use o compatibility with third-party applications (for which Motorola will have no liability). All the products refunded or replaced will become the property of Motorola.

To obtain service under this Limited Warranty, the claim It must be done in the country where the product was put on sale. Of otherwise, repair services are limited to options available in the country where the service is requested.

What is not covered by this warranty?

This Limited Warranty does not cover the following, unless there is Occurred due to a defect in materials or workmanship:

- (a) Normal wear and tear due to normal wear and tear of the Product, including parts expected to deteriorate with weather, such as batteries, lens coatings, and protective coatings.
- (b) Cosmetic damage, including scratches, dents, cracks in the products.
- (c) Damages caused by the use of products, accessories or software that are not Motorola branded or are not approved by Motorola.
- (d) Damages caused beyond Motorola's reasonable control, including damages caused by: (i) accidents, abuse or use improper; (ii) the operation of a Product outside of its uses permitted or provided for in the Product User Manual, the Quick start guide, online tutorials and other documentation provided, including using the Products for commercial purposes; (iii) improper care and handling (for example, submitting the Product at temperatures higher than those approved for it), abuse or neglect (for example, using connectors, ports, or SIM / SD card trays broken or bent), damage from impact (for example, dropping the Product); (iv) contact with liquids, water, rain, extreme humidity, atypical perspiration excessive, steam or other moisture, sand, food, dirt or other similar substances (except for Products sold as resistant to these substances), but only to the extent that the damage was not caused by improperly insuring protection elements of the phone (for example, leaving wrong closed a hermetic closure), or if said protective elements are missing or damaged (for example, if the rear cover is cracked), or by subjecting a Product to conditions that

exceed any stated limits or specifications (for example, IPx7, 30 minutes in 1 meter of fresh water); or (v) floods, fires, earthquakes, tornadoes or other natural disasters that are outside the reasonable control of Motorola.

(e) Unauthorized service. Defects or damages resulting from services, tests, adjustments, installations, maintenance, alterations or interventions made to the Products by any unauthorized or non-Motorola service center.

(f) Products modified in any way without authorization written by Motorola, including Products (i) with numbers serial or other manufacturer codes that have been removed, altered or erased; (ii) with duplicate serial numbers or not match; (iii) with broken seals or other evidence of intervention; or (iv) that have been modified to change the functionality or capabilities, or show evidence of attempts to modification.

- WARNING AGAINST UNLOCKING THE MANAGER
START UP OR ALTERATION OF THE SOFTWARE
PRODUCT OPERATING SYSTEM: ALTER THE SYSTEM
PRODUCT OPERATION, WHICH INCLUDES UNLOCKING
THE START-UP MANAGER, BECOME A SUPERUSER
(ROOT) OF A PHONE OR RUN ANY OTHER
OPERATING SOFTWARE DIFFERENT FROM THE VERSIONS THAT
APPROVES AND ISSUES MOTOROLA AND ITS PARTNERS FOR
THE PHONE IN PARTICULAR MAY CAUSE DAMAGE
PERMANENT IN THE PRODUCT, CAUSE IT TO BE
UNSAFE OR STOP WORKING PROPERLY
AND THIS LIMITED WARRANTY WILL NOT COVER ANY DAMAGES
DERIVED FROM IT, UNLESS MOTOROLA ESTABLISHES
OTHERWISE

- IMPORTANT: IT IS ILLEGAL TO USE THIS PRODUCT IF YOU STOP
COMPLY WITH GOVERNMENT AUTHORIZATIONS THAT
THEY APPROVED ITS LAUNCH. THEREFORE, YOU MUST NOT
MAKE CHANGES TO THE PRODUCT THAT AFFECT YOUR
CHARACTERISTICS OF EMISSION, MODULATION, TRANSMISSION,
INCLUDING POWER LEVELS, FREQUENCIES OF
OPERATION AND BANDWIDTHS, SAR INDEX LEVELS,
DUTY CYCLE, TRANSMISSION MODES OR THE METHOD
INDICATED FOR THE USE OF THE PRODUCT.

(g) Defects, damage or malfunction of the Product due to to any third-party communication service or network to which subscribe or use with the Product.

(h) Software, whether installed, downloaded or included with the Products.

- TO THE EXTENT PERMITTED BY APPLICABLE LAW,
MOTOROLA SPECIFICALLY DISCLAIMS ANY
IMPLIED OR SWORN WARRANTY, INCLUDING, BETWEEN
OTHER, WARRANTIES OF MERCHANTABILITY, FITNESS
FOR A PARTICULAR PURPOSE, NOT INFRINGEMENT,
ALL WARRANTIES AGAINST HIDDEN DEFECTS OR

LATENTS; IN ADDITION, MOTOROLA DOES NOT WARRANT THAT THE OPERATION OF COVERED PRODUCTS OR SOFTWARE UNDER THIS LIMITED WARRANTY YOU WILL SATISFY YOUR REQUIREMENTS, WHICH WILL WORK TOGETHER WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR SERVICES OF THIRD PARTIES, WHICH WILL BE FREE OF INTERRUPTION, ERRORS, OR LOSS OF ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINING; OR, WHAT DEFECTS IN THE PRODUCTS OR THE SOFTWARE. IN THOSE PLACES WHERE YOU CANNOT LEGALLY WAIVE SUCH WARRANTIES SWORN OR IMPLIED, THEN, TO THE EXTENT PERMITTED BY BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE EXPRESS LIMITED WARRANTY THAT CONTAIN THIS WARRANTY AND REMEDIES OF REPAIR, REPLACEMENT OR REFUND IN ACCORDANCE IT IS DETERMINED BY MOTOROLA AT ITS EXCLUSIVE CRITERIA THEY WILL BE THE CONSUMER'S SOLE RESOURCE. NONE ORAL OR WRITTEN STATEMENT MADE BY MOTOROLA OR BY A SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING THEIR EMPLOYEES AND AGENTS, WILL CREATE ADDITIONAL WARRANTY OBLIGATIONS, WILL INCREASE THE SCOPE OR MODIFY IN ANY WAY THE TERMS OF THIS LIMITED WARRANTY. TO THE EXTENT PERMITTED BY APPLICABLE LAW, MOTOROLA SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY, WHETHER IN A CONTRACTUAL OR EXTRACTIONAL OR BY VIRTUE OF ANY OTHER LEGAL THEORY (INCLUDING NEGLIGENCE), FOR DAMAGES EXCEED THE PURCHASE PRICE OF THE PRODUCTS OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL DAMAGES OR RESULTING FROM ANY KIND OF INCOME OR PROFITS, LOSS OF BUSINESS, INTERRUPTION COMMERCIAL, LOSS OF OPPORTUNITY, LOSS OF GOODWILL, LOSS OF REPUTATION, LOSS OR CORRUPTION OF DAMAGES TO, OR CORRUPTION OF INFORMATION, DATA, SOFTWARE OR APPLICATIONS (INCLUDING ANY COST ASSOCIATED WITH THE RECOVERY, PROGRAMMING OR PLAYBACK OF ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS STORED IN MOTOROLA PRODUCTS OR USED WITH THEM, OR THE IMPOSSIBILITY TO KEEP THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS) OR BY ANY ANOTHER TYPE OF ECONOMIC LOSS THAT DERIVES OR IS RELATED TO THE ABILITY OR INABILITY OF USE THE PRODUCTS OR SERVICES PROVIDED IN THE PRESENT LIMITED WARRANTY. WHEN MAKING A CLAIM UNDER THIS LIMITED WARRANTY, YOU ACKNOWLEDGE UNDERSTAND THE LIMITATIONS OF LIABILITY DESCRIBED ABOVE.

• SOME STATES OR JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL DAMAGES OR RESULTING, THE EXCLUSION OR LIMITATION ON THE DURATION OF AN IMPLIED WARRANTY OR LIMITATION OR EXCLUSION OF DAMAGES FOR PERSONAL INJURIES CAUSED CARELESSLY, SO IT IS POSSIBLE ABOVE LIMITATIONS OR EXCLUSIONS DO NOT APPLY TO YOUR CASE. THIS WARRANTY GIVES YOU LEGAL RIGHTS SPECIFIC. YOU MAY ALSO HAVE OTHER RIGHTS THAT COULD VARY ACCORDING TO JURISDICTION.

What should I do if my product requires service?

Look for valid proof of purchase showing the date of purchase, as you will need it to validate the warranty.

1. Before attempting to diagnose or repair any Product, backup all software, applications and other data, including contacts, photos, music, games, since These will be erased during the repair process and Motorola will not you can reinstall them and therefore Motorola will not have any responsibility in this regard.
2. Check the Motorola customer support website at www.motorola.com for solution information from problems.
3. If the Product still does not work properly after continuing the troubleshooting instructions suggested in this website, contact Motorola using the details of contact information provided on the customer support page of www.motorola.com.
4. If the Product is covered by this Limited Warranty, it is possible that you need to download or obtain and accept updates from software. You are responsible for costs incurred by any of the data of third parties during the obtaining of the downloads. Before we can offer you further attention under this Warranty limited, you must first comply with warranty processes listed above and with all instructions for repair provided by Motorola.
5. If the software update does not solve the problem, you will receive instructions on how and where to ship the Product for evaluation. You must provide: (i) proof of purchase; (ii) a written description of the problem; (iii) the name of your mobile network service provider, if applicable; and (iv) your postal address and mailing address, and your telephone number. Motorola reserves the right to charge you for the cost of shipping the Product to and from authorized service center.
6. If the Product is not covered by this Limited Warranty (and not have other legal rights where you live), Motorola will inform you of the availability, price and other conditions corresponding to said repair of the Product outside the warranty.

Guarantee policy (only for Mexico)

This Warranty Policy constitutes the only valid warranty for the Brand personal communication products and accessories Motorola commercial that are acquired in Mexico.

Items covered by this warranty

Protects hidden and manufacturing defects of the "Products" and "Accessories" (such as batteries, antennas, chargers, hearing aids with cordless and cordless phones) of the Motorola trademark, described in the space provided for that purpose on the back of this Warranty policy, which covers all parts, components, accessories and labor for Motorola Products, as well as transportation costs arising from compliance with this policy, within your service network.

Motorola "Products" protected by this warranty may be:

(a) cell phones, (b) smartphones (pocket computer and cell phone), (c) pagers, (d) two-way radios, and (e) wireless phones.

Motorola, at no cost to you, shall provide you with the option of repair or replace the "Products", "Accessories" and components that present problems and are covered by the Warranty. Motorola Comercial, S.A. de C.V. will use parts or replacement parts that function Likewise, reconditioned, repaired or second-hand for repair the "Product". No software updates will be provided.

Warranty duration

The duration of the warranty will be one year from the date of purchase of the new "Product" or "Accessory" in an establishment authorized.

Procedure to enforce the guarantee

To demand compliance with this guarantee, you must send the address from the place where you bought the "Product" or "Accessory" to the address of The Person responsible for the "Products" and "Accessories" in Mexico: Motorola Comercial S.A. de C.V.

Paseo de los Tamarindos No. 100, Floor 1, Office 101

Col. Bosques de las Lomas

Cuajimalpa de Morelos

Mexico, Mexico City, C.P. 05120

Telephone number: 01 800 021 0000

Or to the address of the authorized service center (which can consult free of charge by calling 01 800 021 0000) and present the "Product" or "Accessory" with its parts and components.

To exercise this warranty, you must present the "Product" or "Accessory" and this Warranty Policy duly stamped by the establishment where it was purchased. In the event that this policy has not status established on the date the "Product" or "Accessory" is purchased, you must present the receipt for this purchase.

Limitations or exceptions to this warranty

The guarantee will not be valid:

- When the "Product" or "Accessory" has been used in conditions other than normal.
- When the "Product" or "Accessory" has not been used properly in accordance with the accompanying instructions for use.
- If persons not authorized by the national manufacturer, importer or respective responsible retailer modified or repaired the "Product" or "Accessory".

Motorola will notify the consumer if this warranty policy covers the service request; in case it is not covered, Motorola inform the consumer of availability, prices and other conditions that apply to the repair of the "Product"

Motorola will only replace the "Product" or "Accessory" once the purchased "Product" or "Accessory" is delivered. to get more information about the "Product" that needs and does not need repair is covered by this warranty, call 01 800 021 0000.

Product model:

Product purchase date

Stamp of the authorized dealer or establishment where the

Product:

Note: In other countries, check the laws and local warranty regulations and your local Motorola office.

Communications Regulation Commission (CRC). For

To get the CRC approval letter from the phone, visit <http://www.siest.gov.co/siic/publico/terminal-homologada>.

This phone is powered by 4G LTE technology and is enabled for operate in bands 4 (AWS) and 7 (2600 MHz), for more information, visit www.motorola.com/support.

Service and repairs. If you have questions or need assistance, please We will gladly help you. Visit www.motorola.com/support, where You can select different customer service options.

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Trademark Holdings, LLC. All other product names or of services belong to their respective owners.

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Motorola Mobility LLC

222 W. Merchandise Mart Plaza

Chicago, IL 60654

www.motorola.com



This product meets the applicable national or international RF exposure guidance (SAR guideline) when used normally against your head or, when worn or carried, at a distance of 5 mm from the body. To meet RF exposure guidelines during body-worn operation, the device should be positioned at least this distance away from the body. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons, regardless of age and health.

To view additional information, visit www.motorola.com/rfhealth.

FCC notice (USA)

The following statement applies to all products that bear the FCC logo and/or FCC ID on the product label.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. See 47 CFR Sec. 15.105(b). These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. See 47 CFR Sec. 15.19(a)(3).

Motorola has not approved any changes or modifications to this device by the user. Any changes or modifications could void the user's authority to operate the equipment. See 47 CFR Sec. 15.21.

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